

ABSTRACT OF THE DISCLOSURE

A complaint-report-issuing system includes a master database section which holds product information related to a sales product and a report having no solution. The system periodically calculates points for each analysis-determination item used to analyze and determine the report on the basis of a result obtained by analyzing the product information and a preset condition for the result and totals the points of the analysis-determination items. The complaint-report-issuing system issues a complaint report of the report to a host center on the basis of the points totaled by the point calculation section and a preset point range for complaint-report-issuing.